Performance Standards and Reports Interim Guidelines November 1999 Bell Atlantic - Massachusetts

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	PRE-ORDERING*	1	ice			
Metric #	PO-1 - Response Time OSS Ordering Interface	Standard	ВА	CLEC	Difference	Observations
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.09	8.12	8.03	ĺ
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.36	6.45	6.10	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	0.86	8.72	7.86	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.13	6.93	6.80	
PO-1-04 PO-1-05	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD NA		
PO-1-05 PO-1-05	Telephone Number Availability & Reservation - EDI Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds Parity plus < 4 Seconds	0.86 UD	UD		
PO-1-05 PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	UD	5.96		
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08	% Timeouts - EDI	not > .33%		1.99		
PO-1-08	% Timeouts - CORBA	not > .33%		UD		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.09	9.86	9.77	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
	PO-2 - OSS Interface Availability					
PO-2-01	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		99.64		161280
PO-2-01	OSS Interf. Avail Total - Maint. Web GUI (RETAS)	24 hours x 7 days		99.49		161280
PO-2-01	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days		99.49		161280
PO-2-02	OSS Interf. Avail. – Prime Time - EDI	>=99.5%		99.43		103680
PO-2-02	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%		99.20		103680
PO-2-02	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%	Y	99.20		103680
PO-2-03 PO-2-03	OSS Interf. Avail. – Non-Prime - EDI OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)	(12AM - 6AM) Mon - Sat, All		100.00 100.00		57600 57600
PO-2-03 PO-2-03	OSS Interf. Avail. – Non-Prime - Ivaint. Web Got (RETAS) OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI	Day Sunday & Holidays		100.00		57600
10200	OSC III.CII. 7 Wall. 14011 1 IIIIC 1 10 Oldon Oldon WEB OOT		‡	100.00		07000
PO-5-01	PO-5 - Average Notification of Interface Outage Average Notice of Interface Outage	1 00		10.71	1 1	14
PO-5-01	Average Notice of Interface Outage	<20 minutes		18.71		14
DO 0.04	PO-6 - Software Validation	1				
PO-6-01	Software Validation	<= 5%		UD		
	PO-7 - Software Problem Resolution Timeliness	•			i i	
PO-7-01	% Software Problem Res. Timeliness	>=95%		UD		
PO-7-02 PO-7-03	Delay Hrs S/W Res Change - Xactions Failed, No Workaround Delay Hrs S/W Res Change - Xactions Failed, With Workaround	48 hours		UD UD		
PO-7-03 PO-7-04	Delay Hrs S/W Res Change - Actions Failed, With Workarding Delay Hrs Failed/Rejected Test Deck - Xactions Failed, No W/A	10 days 48 hours		UD		
1 0-1-04	belay 1113 1 allea/Nejected 1631 beek - Adelions 1 alled, No WA	40 110013		OB		
	Channa Natification	1				
	Change Notification*	ı				
DO 4.64	PO-4 - Timeliness of Change Management Notice	1	7	400.00		2
PO-4-01 PO-4-01	% Notices Sent on Time - Emergency Maint. % Notices Sent on Time - Regulatory	> = 95% and no delayed	İ	100.00 NA		3
PO-4-01 PO-4-01	% Notices Sent on Time - Regulatory % Notices Sent on Time - Industry Standard		İ	NA NA		
PO-4-01 PO-4-01	% Notices Sent on Time - Industry Standard % Notices Sent on Time - BA Orig.	notices and documentation over 8 days		0.00		1
PO-4-01	% Notices Sent on Time - TC Orig.	over 6 days	İ	NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	i	NA NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std. Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days		NA 21		1
PO-4-03 PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig. Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days >=66 days		NA		<u> </u>
1 0-7-03	continued	/=oo days		INA	l	
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CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING continued

	Change Confirmation*	1				
Matria II	Change Commitmation			CLEC Perf		CLEC Obs
Metric #	PO-4 - Timeliness of Change Management Notice	Standard		CLEC Perr		CLEC Obs
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed	ĭ	NA		
PO-4-01	% Notices Sent on Time - Regulatory	notices and documentation		NA NA		
PO-4-01	% Notices Sent on Time - BA Orig.	over 8 days		0.00		1
PO-4-01	% Notices Sent on Time - TC Orig.	0.0.0 0.0,0		NA		·
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	-	NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=45 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=45 days		NA		
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days		NA		
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days		45		1
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days		NA		
		1				
	TROUBLE REPORTING (OSS)*]				
	WD (D = 7 000 W) (ctual Performan		
MD 4.04	MR-1 - Response Time OSS Maintenance Interface	1	BA	CLEC	Difference	44457
MR-1-01 MR-1-02	Create Trouble Status Trouble	Parity plus < 4 Seconds	6.00 UD	25.26 15.68	19.26	14157 6017
MR-1-02	Modify Trouble	Parity plus < 4 Seconds Parity plus < 4 Seconds	5.81	9.15	3.34	235
MR-1-03	Request Cancellation of Trouble	Parity plus < 4 Seconds	7.46	11.12	3.66	43
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	UD	21.33	3.00	7016
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	71.17	97.87	26.70	28624
		, p				
	BILLING	1				
		•				
	BI-1 - Timeliness of Daily Usage Feed					
BI-1-01	% DUF in 3 Business Days	1		91.02		25686055
BI-1-02	% DUF in 4 Business Days	95% in 4 Business Days		99.18		
BI-1-03	% DUF in 5 Business Days			99.56		
BI-1-04	% DUF in 8 Business Days			99.80		
	BI-2 - Timeliness of Carrier Bill	1				
BI-2-01	Timeliness of Carrier Bill **	98% in 10 Business Days		99.08		109
	DIA DIII					
DI 0 04	BI-3 - Billing Accuracy	1	07.50	20.04		00 407 447
BI-3-01 BI-3-02	% Billing Adjustments - Dollars Adjusted % Billing Adjustments - Number of Adjustments	TBD TBD	97.50 UD	98.81 UD		39,197,417
DI-3-02	% billing Adjustments - Number of Adjustments	IBD	UD	UD		
	OPERATOR SERVICES & DATABASES**	1				
	OF ENATOR SERVICES & DATABASES	l				
	OD-1 - Operator Services - Speed of Answer					
OD-1-01	Average Speed of Answer – Operator Services - NE OSC	Parity with BA Retail	2.3	3.8		19242
OD-1-01 OD-1-02	Average Speed of Answer – Operator Services - NE OSC Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	2.7	3.7		272967
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	Legend Notations defined on Legend sheet - last page	1				
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Legend Notations defined on Legend sheet - last page

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

	RESALE Pre-Ordering		CLEC Aggregate	CLEC Aggregate
Metric #	PO-3 - Contact Center Availability	Standard	Performance	Observations
O-3-01	Average Speed of Answering – Ordering (secs)		23.40	
O-3-02	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	86.60	9954
O-3-03	Average Speed of Answering – Repair *& (secs)		24.00	
O-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	80.58	51644
	POTS & Pre-qualified Complex - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness	_		
DR-1-01 DR-1-02	Average Local Service Request Confirmation (LSRC) Time (Flow Through) % On Time LSRC – Flow Through	95% within 2 Hours	3.26 99.86	3697
DR-1-03	Average LSRC Time < 10 Lines		9.09	
R-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	98.28	4488
R-1-05 R-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	2.98 100.00	8
	OR-2 - Reject Timeliness	_		
R-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)	9504 341 944	0.00	1011
R-2-02 R-2-03	% On Time LSR Reject – Flow Through Average LSR Reject Time < 10 Lines	95% within 2 Hours	100.00 9.60	1641
)R-2-03)R-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	97.84	2744
R-2-05	Average LSR Reject Time >= 10 Lines		7.03	
R-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	25
	Complex Services - Electronically Submitted	1		
	OR-1 - Order Confirmation Timeliness	=		
R-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	UD	
R-1-04 R-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 72 Hours	UD UD	
R-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness - Requiring Loop Qualification	_		
R-2-03 R-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 72 Hours	UD UD	
DR-2-05	Average LSR Reject Time >= 10 Lines		UD	
R-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	
		_		
	IPOTS / Special Services - Aggregate			
	POTS / Special Services - Aggregate OR-3 - Percent Rejects	_		
DR-3-01	POTS / Special Services - Aggregate OR-3 - Percent Rejects % Rejects	No Standard	44.70	9916
DR-3-01	OR-3 - Percent Rejects % Rejects	No Standard	44.70	9916
DR-3-01 DR-4-01	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification	No Standard	44.70	9916
0R-4-01 0R-4-02	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time Completion Notice – % On Time	No Standard 95% by next bus, day at noon		9916 5685
DR-4-01	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice – Average Response Time		0.00	
DR-4-01 DR-4-02 DR-4-03	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through	95% by next bus. day at noon 95% by next bus. day at noon	0.00 99.89 UD	5685
PR-4-01 PR-4-02 PR-4-03 PR-5-01	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total	95% by next bus. day at noon 95% by next bus. day at noon No Standard Developed	0.00 99.89 UD	5685 8593
PR-4-01 PR-4-02 PR-4-03 PR-5-01 PR-5-02	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through	95% by next bus. day at noon 95% by next bus. day at noon	0.00 99.89 UD	5685
R-4-01 R-4-02 R-4-03 R-5-01 R-5-02 R-5-03	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy**	95% by next bus, day at noon 95% by next bus, day at noon No Standard Developed No Standard Developed No Standard Developed 95%	0.00 99.89 UD 43.05 45.14 UD	5685 8593 8190
R-4-01 R-4-02 R-4-03 R-5-01 R-5-02 R-5-03	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Orders	95% by next bus. day at noon 95% by next bus. day at noon No Standard Developed No Standard Developed 95%	0.00 99.89 UD 43.05 45.14 UD	5685 8593 8190
R-4-01 R-4-02 R-4-03 R-5-01 R-5-02 R-5-03 R-6-01 R-6-02	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy**	95% by next bus, day at noon 95% by next bus, day at noon No Standard Developed No Standard Developed No Standard Developed 95%	0.00 99.89 UD 43.05 45.14 UD	5685 8593 8190
R-4-01 R-4-02 R-4-03 R-5-01 R-5-02 R-5-03 R-6-01 R-6-02	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Orders % Accuracy - Opportunities % Accuracy - LSRC	95% by next bus. day at noon 95% by next bus. day at noon No Standard Developed No Standard Developed 95% 95% Orders without Errors 95% Orders without Errors	0.00 99.89 UD 43.05 45.14 UD 58.84 90.86	5685 8593 8190 379 6006
R-4-01 R-4-02 R-4-03 R-5-01 R-5-02 R-5-03 R-6-01 R-6-02	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Opportunities % Accuracy - LSRC Special Services - Electronically Submitted	95% by next bus. day at noon 95% by next bus. day at noon No Standard Developed No Standard Developed 95% 95% Orders without Errors 95% Orders without Errors	0.00 99.89 UD 43.05 45.14 UD 58.84 90.86	5685 8593 8190 379 6006
R-4-01 R-4-02 R-4-03 R-5-01 R-5-02 R-5-03 R-6-01 R-6-02 R-6-03	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Orders % Accuracy - Opportunities % Accuracy - LSRC	95% by next bus. day at noon 95% by next bus. day at noon No Standard Developed No Standard Developed 95% 95% Orders without Errors 95% Orders without Errors	0.00 99.89 UD 43.05 45.14 UD 58.84 90.86	5685 8593 8190 379 6006
)R-4-01)R-5-01)R-5-02)R-5-03)R-6-01)R-6-03)R-1-03)R-1-03	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Mo Time % Orders Excluded from % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Opportunities % Accuracy - Opportunities % Accuracy - LSRC Special Services - Electronically Submitted OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines Average LSRC Time < 10 Lines Average ASRC Time < 10 Lines DSO	95% by next bus. day at noon 95% by next bus. day at noon No Standard Developed No Standard Developed 95% 95% Orders without Errors 95% Orders without Errors	0.00 99.89 UD 43.05 45.14 UD 58.84 90.86 85.71	5685 8593 8190 379 6006
PR-4-01 PR-4-02 PR-4-03 PR-5-01 PR-5-02 PR-5-03 PR-6-01 PR-6-02 PR-6-03 PR-1-03 PR-1-03 PR-1-03	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Orders % Accuracy - Opportunities % Accuracy - LSRC Special Services - Electronically Submitted OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines DSO Average ASRC Time < 10 Lines DSO	95% by next bus. day at noon 95% by next bus. day at noon No Standard Developed No Standard Developed 95% 95% Orders without Errors 95% Orders without Errors	0.00 99.89 UD UD 43.05 45.14 UD 58.84 90.86 85.71	5685 8593 8190 379 6006
R-4-01 R-4-02 R-5-01 R-5-02 R-5-03 R-6-03 R-1-03 R-1-03 R-1-03 R-1-03 R-1-03	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Opportunities % Accuracy - Copportunities % Accuracy - LSRC Special Services - Electronically Submitted OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3	95% by next bus. day at noon 95% by next bus. day at noon No Standard Developed No Standard Developed 95% 95% Orders without Errors 95% Orders without Errors	0.00 99.89 UD 43.05 45.14 UD 58.84 90.86 85.71 17.77 UD UD	5685 8593 8190 379 6006 49
R-4-01 R-4-02 R-4-03 R-5-01 R-5-02 R-6-03 R-6-03 R-1-03 R-1-03 R-1-03 R-1-03 R-1-04 R-1-04	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Opportunities % Accuracy - Use Complete Simple % Flow Through Achieved OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 Average ASRC Time < 10 Lines DS3 % On Time LSRC < 10 Lines % On Time LSRC < 10 Lines % On Time ASRC < 10 Lines % On Time ASRC < 10 Lines DS0	95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon No Standard Developed No Standard Developed 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% within 48 Hours 95% within 48 Hours	99.89 UD 43.05 45.14 UD 58.84 90.86 85.71 17.77 UD UD UD 99.74 UD	5685 8593 8190 379 6006
IR-4-01 IR-4-02 IR-4-03 IR-5-01 IR-5-02 IR-5-03 IR-6-03 IR-1-03 IR-1-03 IR-1-03 IR-1-03 IR-1-04 IR-1-04 IR-1-04	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Won Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Orders % Accuracy - Opportunities % Accuracy - LSRC Special Services - Electronically Submitted OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 % On Time LSRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS0	95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon 95% Oxforders without Errors 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% Within 48 Hours 95% within 48 Hours 95% within 48 Hours 95% within 48 Hours	0.00 99.89 UD 43.05 45.14 UD 58.84 90.86 85.71 17.77 UD UD UD UD UD UD UD	5685 8593 8190 379 6006 49
IR-4-01 IR-4-02 IR-4-03 IR-5-01 IR-5-02 IR-5-03 IR-6-03 IR-1-03 IR-1-03 IR-1-03 IR-1-03 IR-1-04 IR-1-04 IR-1-04 IR-1-04	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - M. On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Opportunities % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Use - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accuracy - Orders % Accu	95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon No Standard Developed No Standard Developed 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% within 48 Hours 95% within 48 Hours	99.89 UD 43.05 45.14 UD 58.84 90.86 85.71 17.77 UD UD UD UD UD UD UD UD UD UD	5685 8593 8190 379 6006 49
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0R-4-01 0R-4-02 0R-5-01 0R-5-02 0R-5-03 0R-6-01 0R-6-02 0R-6-03 0R-1-03 0R-1-03 0R-1-03 0R-1-03 0R-1-04 0R-1-04 0R-1-04 0R-1-04 0R-1-05 0R-1-05 0R-1-05	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Mo Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Orders % Accuracy - Opportunities % Accuracy - LSRC Special Services - Electronically Submitted OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 % On Time LSRC < 10 Lines DS0 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average LSRC Time > 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average LSRC Time > 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average LSRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0	95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon 95% Standard Developed No Standard Developed 95% 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% Within 48 Hours	0.00 99.89 UD 43.05 45.14 UD 58.84 90.86 85.71 17.77 UD UD UD UD UD UD UD UD UD UD	379 6006 49
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R-4-01 R-4-02 R-5-01 R-5-01 R-5-02 R-6-02 R-6-03 R-1-03 R-1-03 R-1-03 R-1-04 R-1-04 R-1-04 R-1-05 R-1-05 R-1-05 R-1-06 R-1-06 R-1-06 R-1-06	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Opportunities % Accuracy - Opportunities % Accuracy - LSRC Special Services - Electronically Submitted OR-1 - Order Confirmation Timeliness Average ASRC Time < 10 Lines D80 Average ASRC Time < 10 Lines D81 Average ASRC Time < 10 Lines D83 % On Time LSRC < 10 Lines % On Time ASRC < 10 Lines D81 % On Time ASRC < 10 Lines D81 % On Time ASRC < 10 Lines D83 Average LSRC Time > 10 Lines D83 Average LSRC Time > 10 Lines D83 Average LSRC Time > 10 Lines D83 Average LSRC Time > 10 Lines D83 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81 Average ASRC Time > 10 Lines D81	95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon No Standard Developed No Standard Developed 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% within 48 Hours 95% within 48 Hours 95% within 48 Hours 95% within 48 Hours 95% within 72 Hours	99.89 UD 43.05 45.14 UD 58.84 90.86 85.71 17.77 UD UD UD UD UD UD UD UD UD UD UD UD UD	379 6006 49
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R-4-01 R-4-02 R-4-03 R-5-01 R-5-02 R-5-03 R-6-01 R-6-03 R-1-03 R-1-03 R-1-03 R-1-03 R-1-04 R-1-04 R-1-04 R-1-05 R-1-05 R-1-06 R-1-06 R-1-06 R-1-06 R-1-06 R-1-06 R-1-06 R-1-06	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - Mo Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Total % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Orders % Accuracy - Opportunities % Accuracy - LSRC Special Services - Electronically Submitted OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1 Average ASRC Time < 10 Lines DS3 % On Time LSRC < 10 Lines DS3 % On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3 Average LSRC Time > 10 Lines DS0 % On Time ASRC < 10 Lines DS3 Average LSRC Time > 10 Lines DS0 % On Time ASRC < 10 Lines DS3 Average LSRC Time > 10 Lines DS0 % On Time ASRC < 10 Lines DS3 Average ASRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0 Average ASRC Time > 10 Lines DS0 % On Time ASRC > 10 Lines DS0 % On Time ASRC > 10 Lines DS0 % On Time ASRC > 10 Lines DS1 % On Time ASRC > 10 Lines DS1 % On Time ASRC > 10 Lines DS1 % On Time ASRC > 10 Lines DS1 % On Time ASRC > 10 Lines DS1 % On Time ASRC > 10 Lines DS3 Average LSR Reject Time < 10 Lines	95% by next bus. day at noon 95% by next bus. day at noon 95% by next bus. day at noon 95% by next bus. day at noon 95% by next bus. day at noon 95% Standard Developed 95% 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% within 48 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	0.00 99.89 UD 43.05 45.14 UD 58.84 90.86 85.71 17.77 UD UD UD UD UD UD UD UD UD UD UD UD UD	379 6006 49 394
R-4-01 R-4-02 R-5-01 R-5-02 R-5-03 R-6-01 R-6-03 R-1-03 R-1-03 R-1-03 R-1-04 R-1-04 R-1-04 R-1-05 R-1-05 R-1-06 R-1-06 R-1-06 R-1-06 R-1-06 R-1-06	OR-3 - Percent Rejects % Rejects OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time Completion Notice - % On Time % Orders Excluded from % On Time Measurement OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through - Simple % Flow Through - Simple % Flow Through Achieved OR-6 - Order Accuracy** % Accuracy - Opportunities % Accuracy - Opportunities % Accuracy - LSRC Special Services - Electronically Submitted OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines D80 Average ASRC Time < 10 Lines D81 Average ASRC Time < 10 Lines D83 % On Time LSRC < 10 Lines % On Time ASRC < 10 Lines D81 % On Time ASRC < 10 Lines D81 % On Time ASRC < 10 Lines D81 % On Time ASRC < 10 Lines D81 Average ASRC Time > = 10 Lines D83 Average ASRC Time > = 10 Lines D83 Average ASRC Time > = 10 Lines D81 % On Time ASRC < 10 Lines D81 % On Time ASRC < 10 Lines D81 % On Time ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC Time > = 10 Lines D81 Average ASRC > = 10 Lines D81 % On Time ASRC > = 10 Lines D81 % On Time ASRC > = 10 Lines D81 % On Time ASRC > = 10 Lines D81 % On Time ASRC > = 10 Lines D81 % On Time ASRC > = 10 Lines D81 % On Time ASRC > = 10 Lines D81	95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon 95% by next bus, day at noon 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% Orders without Errors 95% within 48 Hours 95% within 48 Hours 95% within 48 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours 95% within 72 Hours	0.00 99.89 UD 43.05 45.14 UD 58.84 90.86 85.71 17.77 UD UD UD UD UD UD UD UD UD UD UD UD UD	5685 8593 8190 379 6006 49

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

	POTS - Provisioning - Total		Actual Performance Number of Observations		Observations				
Metric #	PD 4 A American I Office I	Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04	PR-1 - Average Interval Offered Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail	7.60	5.57	201	21	5.24	1.20	1.69
PR-1-05	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail	8.25	9.11	158	18	6.51	1.62	-0.53
PR-2-04	PR-2 - Average Completed Interval Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail	7.61	5.12	164	17	5.81	1.48	1.68
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail	7.68	9.25	122	12	5.94	1.80	-0.87
PR-3-01	PR-3 - Completed within Specified Days % Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	78.37	57.41	109387	1221		1.18	-17.69
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.24	79.20	109387	1221		0.99	-7.10
PR-3-03 PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	91.00 22.50	87.14 5.27	109387 12944	1221 455		0.82 1.99	-4.69 -8.65
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	29.71	11.21	12944	455		2.18	-8.49 -5.09
PR-3-06 PR-3-07	% Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail Parity with BA Retail	39.55 90.73	27.69 84.67	12944 122331	455 1676		2.33 0.71	-8.50
PR-3-08 PR-3-09	% Completed in 5 Days (1-5 Lines – No Dispatch) % Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail Parity with BA Retail	96.93 75.87	96.72 89.23	109387 12944	1221 455		0.50 2.04	-0.42 6.55
PR-3-10	% Completed in 6 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	96.47	97.37	122331	1676		0.45	1.98
	PR-4 - Missed Appointments								
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	2.44 1.86	1.14 2.14	2930	28	3.42	0.65	2.00
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	8.39	3.88	33993	721		1.04	4.32
PR-4-05 PR-4-08	% Missed Appointment – Bell Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.04	0.00	182291	4423 5144		0.03	1.31
	PR-5 - Facility Missed Orders								
PR-5-01 PR-5-02	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail Parity with BA Retail	0.61	0.39	216284	5144		0.11 0.01	2.00 0.71
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail	0.01	0.00	216284 216284	5144 5144		0.01	0.71
	PR-6 - Installation Quality	-							
PR-6-01 PR-6-02	% Installation Troubles reported within 30 Days % Installation Troubles reported within 7 Days	Parity with BA Retail Parity with BA Retail	3.58 2.08	2.33 1.18	195396 195396	10787 10787		0.18 0.14	6.81 6.37
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.99	1.63	195396	10787		0.17	8.05
	POTS - Business	Ī							
PR-1-01	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.29	1.92	16131	1327	2.64	0.08	-8.36
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.22	4.17	3532	412	2.14	0.11	0.45
PR-2-01	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.19	1.89	15819	1305	2.39	0.07	-10.17
PR-2-03	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	4.56	4.14	3146	375	3.08	0.17	2.50
	lacro a di	•							
	POTS - Residence								
PR-1-01	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with BA Retail	0.82	1.52	142955	825	2.18	0.08	-9.20
PR-1-03	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	3.74	4.56	11038	94	3.13	0.32	-2.53
PR-2-01	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.79	1.15	141825	809	2.06	0.07	-4.96
PR-2-03	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	3.96	4.26	9798	80	3.67	0.41	-0.73
	<u></u>	•							
	POTS & Complex Aggregate								
PR-1-10	PR-1 - Average Interval Offered Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.26	1.59	47961	840	8.82	0.31	8.70
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	2.32	0.00	28	1	3.75	3.82	0.61
PR-2-10	PR-2 - Average Completed Interval	Parity with BA Retail	4.16	1.52	47850	839	8.53	0.30	8.89
PR-2-11	Average Interval Completed – Disconnects – No Dispatch Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	2.32	0.00	28	1	3.75	3.82	0.61
	Complex Services								
PR-1-01	PR-1 - Average Interval Offered Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.82	1.79	667	57	3.53	0.49	6.22
PR-1-02	Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with BA Retail	8.84	10.42	369	19	5.19	1.22	-1.29
	PR-2 - Average Completed Interval	-							
PR-2-01 PR-2-02	Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	4.76 9.12	1.82 8.10	639 299	56 20	3.62 5.48	0.50 1.27	5.83 0.81
	PR-4 - Missed Appointments							<u> </u>	
PR-4-02 PR-4-03	Average Delay Days – Total % Missed Appointment – Customer	Parity with BA Retail None: Analysis Only	4.85 9.63	2.00 3.61	52	1	6.75	6.81	0.42
PR-4-04	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	6.11	4.00	818	25		4.86	0.43
PR-4-05 PR-4-08	% Missed Appointment – Bell Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.23	0.00 1.20	864	58 83		0.65	0.35
	PR-6 - Installation Quality	_							
PR-6-01	% Installation Troubles Reported within 30 Days continued	Parity with BA Retail	UD	UD					

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

	Special Services - Provisioning		Actual Performance		Number of	Observations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
Wictio #	PR-1 - Average Interval Offered	Otanidard					Deviation		
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.06	3.65	2317	257	4.38	0.29	4.90
PR-1-02	Average Interval Offered – Total Dispatch	Parity with BA Retail	8.49	8.00	960	44	4.32	0.67	0.74
PR-1-06	Average Interval Offered – DS0	Parity with BA Retail	8.60	3.92	390	37	4.92	0.85	5.53
PR-1-07	Average Interval Offered – DS1	Parity with BA Retail	8.43	7.31	859	36	4.39	0.75	1.50
PR-1-08	Average Interval Offered – DS3	Parity with BA Retail	17.50	NA	4		8.02		
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.62	5.75	884	52	6.43	0.92	-1.23
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	5.17	NA	6		0.41		
	PR-2 - Average Completed Interval								
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.84	3.60	2169	245	5.01	0.34	3.67
PR-2-02	Average Interval Completed – Total Dispatch	Parity with BA Retail	8.72	9.34	619	32	2.74	0.50	-1.25
PR-2-06	Average Interval Completed – DS0	Parity with BA Retail	8.37	3.71	329	35	6.02	1.07	4.35
PR-2-07	Average Interval Completed – DS1	Parity with BA Retail	8.15	8.03	729	32	4.19	0.76	0.16
PR-2-08	Average Interval Completed – DS3	Parity with BA Retail	80.00	NA	2		104.65		
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.57	6.08	878	52	6.41	0.91	-1.65
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.17	NA	6		0.41		
	PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	1.46	0.64	3570	313		0.71	1.16
PR-4-02	Average Delay Days - Total	Parity with BA Retail	4.27	4.00	52	2	4.61	3.32	0.08
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	8.46	4.47					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		313			
	PR-5- Facility Missed Orders								
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.45	0.00	3570	313		0.39	1.14
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	3570	313		0.00	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	3570	313			
	PR-6- Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.77	0.41	11445	1446		0.24	1.45
PR-6-03	% Inst. Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.05	0.14	11445	1446	+	0.06	-1.34
F IX-0-03	78 III St. Troubles reported W/ III St Days - PONTONOPE	None. Analysis Only	0.03	0.14	11440	1440		0.06	-1.34
	Legend Notations defined on Legend sheet - last page	I							

Performance Standards and Reports Interim Guidelines November 1999 Bell Atlantic - Massachusetts

CLEC Aggregate Performance MAINTENANCE - RESALE / SPECIAL SERVICES

	POTS / Complex - Maintenance	Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate						Deviation		
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	0.92	0.45	4620570	209473		0.02	21.93
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.10	0.11	4620570	209473		0.01	-1.70
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	18.25	7.94			•		
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.79	0.40	4620570	209473		0.02	19.52
MD 0.04	MR-3 - Missed Repair Appointments	Desite with DA Deteil	0.04	0.55	40.405	0.47		0.04	0.50
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	9.04	8.55	42495	947		0.94	0.52
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	10.32	15.18	4401	224		2.08	-2.33
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.35	7.69	36464	845		0.78	-2.99
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	15.95	14.00	46896	1171	16.92	0.50	3.90
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	16.42	14.17	42495	947	16.88	0.55	4.06
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.48	13.30	4401	224	16.45	1.13	-1.61
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	80.50	84.80	46896	1171		1.17	3.67
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	76.68	68.12	35398	894		1.43	5.98
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	51.05	42.51	35398	894		1.69	5.04
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	19.60	14.54	35398	894		1.34	3.76
			•						•
	MR-5 - Repeat Trouble Reports		40.07	10.57	10000				
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.67	16.57	46896	1171		1.15	1.82
	Special Services - Maintenance								
	Special Services - Maintenance								
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.30	0.30	444982	11393		0.05	-0.06
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.17	0.30	444982	11393		0.04	-3.31
	MR-4 - Trouble Duration Intervals								4.07
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.80	4.85	1313	34	8.17	1.42	1.37
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.57	100.00	1313	34		3.16	1.08
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	56.77	44.12	1263	34		8.61	1.47
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.56	0.00	1263	34		3.22	1.11
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	20.79	29.41	1313	34		7.05	-1.22
	70 Tropout Tropono milim de Buyo	. a.r.y Di i rectan	20.70	25.71	.510	J-			
	Legend Notations defined on Legend sheet - last page								

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	UNE Pre-ordering			
	<u> </u>	Standard	CLEC Aggregate	CLEC Aggregate
Metric #		Standard	Performance	Observations
	PO-3 - Contact Center Availability	-		
PO-3-01	Average Speed of Answering – Ordering* (secs)		41.34	
PO-3-02	% Answered within 30 Seconds – Ordering *	80% within 30 Seconds	82.85	11609
PO-3-03	Average Speed of Answering – Repair *& (secs)		24.00	
PO-3-04	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	80.58	51644
		·		
	POTS/Pre-qualified Complex - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness	-		
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.29	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.85	4229
OR-1-03	Average LSRC Time < 10 Lines		17.36	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 24 Hours	82.16	4877
OR-1-05	Average LSRC Time >= 10 Lines		37.51	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	77.29	185
00.05	OR-2 - Reject Timeliness		0.55	
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.00	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	631
OR-2-03	Average LSR Reject Time < 10 Lines		24.83	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	69.57	700
OR-2-05	Average LSR Reject Time >= 10 Lines		42.55	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	80.72	83
	Complex Services - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		UD	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	UD	
OR-1-05 OR-1-06	Average LSRC Time >= 10 Lines	050/ 111 70 11	UD UD	
UK-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		UD	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-05	Average LSR Reject Time >= 10 Lines		UD	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	
			-	
	POTS / Special Services - Aggregate			
	OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	22.73	11545
		•		
	OR-4 - Timeliness of Completion Notification	_		
OR-4-01	Completion Notice – Average Response Time	Г	0.00	
OR-4-02	Completion Notice – % On Time	95% by noon next bus. day	100.00	6292
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
	OR-5 - Percent Flow-Through	-		
OR-5-01	% Flow Through - Total	No Standard Developed	35.72	11837
OR-5-02	% Flow Through - Simple	No Standard Developed	45.51	9291
OR-5-03	% Flow Through Achieved	95%	UD	
	OB 6 Order Assurant			
00.004	OR-6 - Order Accuracy*	050/	00.00	70.4
OR-6-01	% Accuracy - Orders	95% orders without errors	68.26	734
OR-6-02 OR-6-03	% Accuracy – Opportunities % Accuracy – LSRC	95% orders without errors 95% orders without errors	95.75 95.08	9097 711
OK-0-03	70 Accuracy - LORO	95% orders without effors	90.00	/11

continued

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

Legend Notations defined on Legend sheet - last page

	Special Services - Electronically Submitted			
Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	OR-1 - Order Confirmation Timeliness		1 0110111141100	OBOO! Valiono
OR-1-03	Average LSRC Time < 10 Lines		80.65	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	20.00	5
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05 OR-1-05	Average LSRC Time >= 10 Lines		12.40 UD	
OR-1-05 OR-1-05	Average ASRC Time >= 10 Lines DS0 Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05 OR-1-05	Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3		UD	
OR-1-05 OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	1
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	· · · · · · · · · · · · · · · · · · ·
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
0.1.1.00	18 011 111110 110 110 110 110 110 110 11		- 05	
	OR-2 - Reject Timeliness			
OR-2-03	Average LSR Reject Time < 10 Lines		0.00	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 48 Hours	NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	Special Services - FAX/MAIL Submitted			
00.4.07	OR-1 - Order Confirmation Timeliness		40.00	
OR-1-07	Average LSRC Time < 10 Lines		18.62	
OR-1-07 OR-1-07	Average ASRC Time < 10 Lines DS0		UD UD	
OR-1-07 OR-1-07	Average ASRC Time < 10 Lines DS1 Average LSRC Time < 10 Lines (Fax)		UD	
OR-1-07 OR-1-08	% On Time LSRC < 10 Lines	95% within 72 Hours	98.95	95
OR-1-08	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	UD	99
OR-1-08	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	UD	
OR-1-08	% On Time LSRC < 10 Lines (Fax)	95% within 72 Hours	UD	
OR-1-09	Average LSRC Time >= 10 Lines		NA	
OR-1-09	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-09	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-09	Average LSRC Time >= 10 Lines (Fax)		UD	
OR-1-10	% On Time LSRC >= 10 Lines	95% within 96 Hours	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	UD	
OR-1-10	% On Time ASRC >= 10 Lines DS1	95% within 96 Hours	UD	
OR-1-10	% On Time LSRC >= 10 Lines (Fax)	95% within 96 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-07	Average LSR Reject Time < 10 Lines		24.53	
OR-2-08	% On Time LSR Reject < 10 Lines	95% within 72 Hours	100.00	39
OR-2-09	Average LSR Reject Time >= 10 Lines		NA	7.7
OR-2-10	% On Time LSR Reject >= 10 Lines	95% within 96 Hours	NA	

Performance Standards and Reports Interim Guidelines November 1999 Bell Atlantic - Massachusetts

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

	POTO Provide leaders	1	Actual Performance Number of Observations						
********	POTS - Provisioning						Standard	0	7.0
Metric #	DD 4 Access between Officers of	Standard	BA	CLEC Aggregate	BA	All CLECs	Deviation	Sampling Error	Z-Score
PR-1-01	PR-1 - Average Interval Offered Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		6.81		161			
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.29	NA	16131	101	2.64	T	
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.29	2.19	16131	124	2.64	0.24	-3.78
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.22	7.00	3532	11	2.14 2.14	0.65	-4.30
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.22	1.33	3532	6		0.87	3.31
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.60	NA	201		5.24		
PR-1-04 PR-1-05	Av. Interval Offered - Dispatch (6-9 Lines) - Platform Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail Parity with BA Retail	7.60 8.25	NA NA	201 158		5.24 6.51		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Edop Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.25	NA NA	158		6.51		
	W. Interval Official Dispatch (F= 16 Elifob) Tradiom	runy mar bir riotan	0.20	1.00			0.01	1	
	PR-2 - Average Completed Interval								
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		7.70		111			
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.19	NA	15819		2.39		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.19	2.19	15819	123	2.39	0.22	-4.62 -2.93
PR-2-03 PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) – Loop Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail Parity with BA Retail	4.56 4.56	7.75 1.33	3146 3146	8	3.08	1.09 1.26	-2.93 2.57
PR-2-04	Av. Completed Interval - Dispatch (1-5 Lines) - Flatform Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.61	NA	164	0	5.81	1.20	2.57
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.61	NA NA	164		5.81		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	7.68	NA NA	122		5.94		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	7.68	NA	122		5.94		
		'	-						
55.004	PR-3 - Completed within X Days - Platform & Other (Switch & INP)	1		1 1011		100			
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	78.37	19.44	109387	108		3.96	-14.87
PR-3-02 PR-3-03	% Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	86.24 91.00	73.15 94.44	109387 109387	108 108	-	3.32 2.76	-3.95 1.25
PR-3-03 PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	22.50	33.33	12944	6	-	17.05	0.64
PR-3-05	% Completed in 1 Day (1.5 Lines - Dispatch)	Parity with BA Retail	29.71	100.00	12944	6		18.66	3.77
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	39.55	100.00	12944	6		19.97	3.03
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	90.73	95.61	122331	114		2.72	1.80
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with BA Retail	96.93	95.37	109387	108		1.66	-0.94
PR-3-09	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail	75.87	100.00	12944	6		17.47	1.38
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	96.47	98.25	122331	114		1.73	1.03
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with BA Retail	2.44	14.50	2930	2	3.42	2.42	-4.99
PR-4-03	% Missed Appt. – Customer	None: Analysis Only	1.86	6.00		_	0.12	2.12	1.00
PR-4-04	% Missed Appt. – BA – Dispatch - Loop New	Parity with BA Retail	8.39	5.88	33993	34		4.76	0.53
PR-4-04	% Missed Appt. – BA – Dispatch - Platform	Parity with BA Retail	8.39	0.00	33993	28		5.24	1.60
PR-4-04	% Missed Appt. – BA – Dispatch - Hot Cut	Parity with BA Retail	8.39	0.00	33993	17			
PR-4-05	% Missed Appt. – BA – No Dispatch - Hot Cut Loop	Parity with BA Retail	0.04	0.00	182291	160		0.16	0.25
PR-4-05 PR-4-05	% Missed Appt. – BA – No Dispatch – Other	Parity with BA Retail	0.04	NA 0.00	182291	818		0.07	0.57
PR-4-05 PR-4-06	% Missed Appt. – BA – No Dispatch - Platform % On Time Performance – Hot Cut	Parity with BA Retail 95% Completed Within Window	0.04	0.00 95.87	182291	242	-	0.07	0.57
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf. – Hot Cut Loop	None: Analysis Only		0.00		177			
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation – Other	None: Analysis Only		NA NA		.,,			
PR-4-08	% Missed Appt. – Customer – Due to Late Order Confirmation- Platform	None: Analysis Only		0.00		846			
55 = 4:	PR-5 - Facility Missed Orders	1			0.105				0.15
PR-5-01	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.61	0.00	216284	989		0.25	2.46
PR-5-02 PR-5-03	% Orders Held for Facilities > 15 Days	Parity with BA Retail Parity with BA Retail	0.01	0.00	216284 216284	989 989	-	0.03	0.31
FN-0-03	% Orders Held for Facilities > 60 Days	Panty with BA Retail	0.00	0.00	210204	909			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.58	3.62	195396	1325		0.51	-0.09
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	3.58	4.47	195396	1321		0.51	-1.73
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%		0.74		816			
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	2.08	1.43	195396	1325		0.39	1.63
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	2.08	1.29	195396	1321		0.39	2.00
PR-6-03 PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only None: Analysis Only	2.99 2.99	4.45 6.51	195396 195396	1325 1321	-	0.47	-3.12 -7.49
FR-0-03	% Installation Troubles reported within 30 Days - FOR TORICFE - Other	None: Analysis Only	2.99	0.51	193390	1321		0.47	-7.49
	POTS & Complex Aggregate	1							
		1							
	PR-1 - Average Interval Offered								
PR-1-10	Av. Interval Offered - Disconnects – No Dispatch	Parity with BA Retail	4.26	9.27	47961	393	8.82	0.45	-11.21
PR-1-11	Av. Interval Offered - Disconnects – Dispatch	Parity with BA Retail	2.32	11.00	28	1	3.75	3.82	-2.27
	DD 0 America Commission Historical								
DD 2.10	PR-2 - Average Completed Interval	Bority with BA Botell	4.16	0.20	47850	202	8.53	0.43	-11.85
PR-2-10 PR-2-11	Av. Completed Interval - Disconnects – No Dispatch Av. Completed Interval - Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	4.16 2.32	9.28 11.00	47850 28	393 1	3.75	3.82	-2.27
	continued	r any mar britterial	2.02				5.75	5.52	

Performance Standards and Reports Interim Guidelines November 1999 Bell Atlantic - Massachusetts

*Legend Notations defined on Legend sheet - last page

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

	Complex Services		Actual P	erformance	Number of 0	Number of Observations			
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard	Sampling Error	Z-Score
	PR-1 - Average Interval Offered	Standard					Deviation		
PR-1-01	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	4.82	4.27	667	41	3.53	0.57	0.97
PR-1-02	Av. Interval Offered – Total Dispatch	Parity with BA Retail	8.84	6.27	369	642	5.19	0.34	7.58
	PR-2 - Average Completed Interval								
PR-2-01	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	4.76	4.95	639	40	3.62	0.59	-0.32
PR-2-02	Av. Interval Completed – Total Dispatch	Parity with BA Retail	9.12	7.95	299	582	5.48	0.39	3.00
	PR-4 - Missed Appointments								
PR-4-02	Average Delay Days – Total	Parity with BA Retail	4.85	15.83	52	60	6.75	1.28	-8.59
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	9.63	7.41					
PR-4-04 PR-4-05	% Missed Appointment – BA – Dispatch	Parity with BA Retail	6.11	8.49 0.00	818	707	-	1.23 0.63	-1.94 0.37
PR-4-05 PR-4-08	% Missed Appointment – BA – No Dispatch% Missed Appt. – Customer – Late Order Conf.	Parity with BA Retail None: Analysis Only	0.23	0.00	864	62 769	-	0.63	0.37
	PR-6 - Installation Quality				105000	=0.1			
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	3.58	10.94	195396	731		0.69	-10.70
	Special Services - Provisioning								
		•							
PR-1-01	PR-1 - Average Interval Offered Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.06	NA	2317		4.38	1	
PR-1-01 PR-1-02	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with BA Retail	8.49	12.69	960	13	4.32	1.21	-3.48
PR-1-06	Av. Interval Offered – DS0	Parity with BA Retail	8.60	NA	390		4.92		
PR-1-07	Av. Interval Offered – DS1	Parity with BA Retail	8.43 17.50	12.69	859	13	4.39 8.02	1.23	-3.47
PR-1-08 PR-1-09	Av. Interval Offered – DS3 Av. Interval Offered – Total - EEL – Backbone	Parity with BA Retail EEL Legend	17.50	NA UD	4		8.02	1	
PR-1-09	Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered – Total - IOF	IOF Legend		15.73		126			
PR-1-10 PR-1-11	Av. Interval Offered – Disconnects – No Dispatch Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	4.62 5.17	NA NA	884 6		6.43 0.41		
						· ·	0.11	-1	<u> </u>
	PR-2 - Average Completed Interval	•							
PR-2-01 PR-2-02	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity with BA Retail Parity with BA Retail	4.84 8.72	NA NA	2169 619		5.01 2.74		
PR-2-02 PR-2-06	Av. Interval Completed – Total Dispatch Av. Interval Completed – DS0	Parity with BA Retail	8.37	NA NA	329		6.02		-
PR-2-07	Av. Interval Completed – DS1	Parity with BA Retail	8.15	26.00	729	3	4.19	2.42	-7.36
PR-2-08 PR-2-09	Av. Interval Completed – DS3	Parity with BA Retail EEL Legend	80.00	NA UD	2		104.65		
PR-2-09 PR-2-09	Av. Interval Completed – Total - EEL - Backbone Av. Interval Completed – Total - EEL – Loop	EEL Legend		UD			-		
PR-2-09	Av. Interval Completed – Total - IOF	IOF Legend		23.18		49			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.57	NA	878		6.41		
PR-2-11	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.17	NA	6		0.41		
	PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment – BA – Total	Parity with BA Retail	1.46	9.52	3570	21		2.63	-3.07
PR-4-01 PR-4-01	% Missed Appointment – BA – Total - EEL % Missed Appointment – BA – Total- IOF	Parity with BA Retail Parity with BA Retail	1.46 1.46	UD 6.57	3570 3570	137	-	1.04	-4.89
PR-4-02	Average Delay Days – Total	Parity with BA Retail	4.27	1.00	52	2	4.61	3.32	0.98
PR-4-02	Average Delay Days - Total - EEL	Parity with BA Retail	4.27	UD	52		4.61		
PR-4-02 PR-4-03	Average Delay Days – Total - IOF	Parity with BA Retail	4.27	27.89 57.14	52	9	4.61	1.66	-14.19
PR-4-03 PR-4-03	% Missed Appointment – Customer % Missed Appointment – Customer - EEL	None: Analysis Only None: Analysis Only	8.46 8.46	57.14 UD					
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only	0.10	0.00		21			
		-							
PR-5-01	PR-5 - Facility Missed Orders % Missed Appointment – BA – Facilities	Parity with BA Retail	0.45	9.52	3570	21		1.46	-6.19
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	3570	21		1.40	-0.13
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	3570	21			
	PR-6 - Installation Quality								
PR-6-01	% Installation Troubles reported within 30 Days	Parity w/BA RT for Found Trouble	os 0.77	0.00	11445	21		1.91	0.40
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.05	0.00	11445	21		0.50	0.10
			-						
PR-7-01	PR-7 - Jeopardy Reports % Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					
1 N-7-01	70 Orders with seopardy Status - EEL	Jeopardy Legello		UD					
		•							

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

	POTS - Maintenance	Actual Performance				bservations			
Metric #		Standard	BA	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	0.92	1.26	4620570	21344		0.07	-5.13
MR-2-02	Network Trouble Report Rate - Loop - Platform	Parity with BA Retail	0.92	UD	4620570			0.10	
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.10	0.22	4620570	21344		0.02	-6.13
MR-2-04	% Subsequent Reports	I/C/W MRAs	18.25	21.00			1		
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.79	1.77	4620570	21344		0.06	-16.17
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	9.04	42.91	42495	268		1.76	-19.28
MR-3-01	% Missed Repair Appointment – Loop - Platform	Parity with BA Retail	9.04	UD	42495				
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	10.32	31.25	4401	48		4.41	-4.74
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	5.35	26.41	36464	231		1.49	-14.18
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	5.35	UD	36464	5		10.06	
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	15.95	57.62	46896	316	16.92	0.95	-43.64
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	16.42	62.42	42495	268	16.88	1.03	-44.46
MR-4-02	Mean Time To Repair – Loop Trouble - Platform	Parity with BA Retail	16.42	UD	42495	2	16.88	11.94	
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	11.48	30.78	4401	48	16.45	2.39	-8.08
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	80.50	44.30	46896	316		2.24	-16.19
MR-4-06 MR-4-07	% Out of Service > 4 Hours % Out of Service > 12 Hours	Parity with BA Retail	76.68	95.77	35398	71		5.02 5.94	-3.80 -6.34
	% Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with BA Retail	51.05 19.60	88.73 70.42	35398 35398	71 71		4.72	-10.78
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	19.60	70.42	35398	/1		4.72	-10.78
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	18.67	23.73	46896	316		2.20	-2.30
	POTS Complex - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD					
	MR-3 - Missed Repair Appointments								
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	UD	37.82		156			
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	UD	37.93		29			
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	UD	70.80		185			
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	75.95		156			
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	43.10		29			
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	UD	74.60		63			
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	UD	20.54		185			
	Special Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.30	0.00	444982	1896		0.12	2.36
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.17	0.00	444982	1896		0.09	1.79
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	6.80	NA	1313		8.17		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	96.57	NA	1313				
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	56.77	NA	1263				
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	3.56	NA	1263				
	MR-5 - Repeat Trouble Reports								
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	20.79	NA	1313				
	Legend Notations defined on Legend sheet - last page								

CLEC Aggregate Performance TRUNKS

	ORDERING			Ag	gregate Interconnecti	on			
Metric #		Standard		Actual Performance		Number of			
	OR 1 - Order Confirmation Timeliness	Statidard				Observations			
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	1		2.14					
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)			16.63					
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		100.00		7			
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process		400.00		60			
OR-1-13	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days		100.00		67			
	OR-2 - Reject Timeliness								
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)			2.00					
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		100.00		2			
	PROVISIONING		Actual Pe	erformance	Number of	Observations			
		l .	ВА	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-09	Av. Interval Offered – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	18.88	24.00	16	2	4.13	3.10	-1.65
PR-1-09	Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	40.58	30.64	19	11	18.28	6.93	1.44
	PR-2 - Average Interval Completed								
PR-2-09	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	27.00	12.00	10	1	9.89	10.37	1.45
		· · ·							
DD 4.04	PR-4 - Missed Appointment	1 p	0.00	0.00	200=	40.00		-	
PR-4-01 PR-4-02	% Missed Appointment – Bell Atlantic – Total Average Delay Days - Total	Parity with IXC / FGD Parity with IXC / FGD	0.00 NA	0.00 NA	3297	10491			
PR-4-02	% Missed Appointment – Customer	None: Analysis Only	30.97	39.81					
PR-4-07	% On Time Performance – LNP Only	95% on Time		97.33		4052			
DD 5 04	PR-5 - Facility Missed Orders	Parity with IXC / FGD	0.00	0.00	3297	2796			
PR-5-01 PR-5-02	% Missed Appointment – Bell Atlantic – Facilities % Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	3297	2796			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	3297	2796			
	•						ı		
	PR-6 - Installation Quality	1 F							
PR-6-01 PR-6-03	% Installation Troubles reported within 30 Days % Inst. Troubles reported within 30 Days - FOK/TOK/CPE	Parity with IXC / FGD None: Analysis Only	0.00	0.23 0.00	3297 3297	10491 10491			
F 10-0-03	70 mat. Troubles reported within 50 bays 1 Greffered E	None. Analysis Only	0.00	0.00	3231	10431			
		_							
	MAINTENANCE								
	MD 0 7 1/1 D 1 1 D 1								
MR-2-01	MR-2 - Trouble Report Rate Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.02	180854	172245		0.00	-8.20
WIIX Z OT	Homon House Report Nate	Tanky with 1XO7TOD	0.00	0.02	100004	1722-10		0.00	0.20
	MR-4 - Trouble Duration Intervals								
MR-4-01	Mean Time To Repair – Total	Parity with IXC / FGD	2.38	1.97	5	30			
MR-4-04 MR-4-05	% Cleared (all troubles) within 24 Hours % Out of Service > 2 Hours	Parity with IXC / FGD Parity with IXC / FGD	100.00 60.00	100.00 46.67	<u>5</u>	30 30		23.66	0.56
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD	20.00	3.33	5	30		19.32	0.86
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	3.33	5	30			
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	5	30			
	MR-5 - Repeat Trouble Report Rates								
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD	20.00	6.67	5	30		19.32	0.69
	<u> </u>	•							
	NETWORK PERFORMANCE	Ī							
	NETWORK PERFORMANCE	l							
	NP-1 - Percent Final Trunk Group Blockage								
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.56	0.53	359	190		0.67	0.04
NP-1-02	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	0.56	1.05	359	190		0.67	-0.73
NP-1-03 NP-1-04	Number FTG Exceeding Blocking Std. – 2 Months Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines See Guidelines		NONE NONE		190 190			
141 - 1-04	Traines, 1 TO Exocounty Diochary Sta 3 Months	Occ Guidelliles		INCINE		1 130			
	NP-2 - Collocation Performance	•					•		
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days1		100.00		136			
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days1		NA					
NP-2-03	Average Interval – Physical Collocation	76 Days		74.71					
NP-2-04 NP-2-05	Average Interval – Virtual Collocation % On Time – Physical Collocation	105 Days		100.00		68			
NP-2-05 NP-2-06	% On Time – Physical Collocation % On Time – Virtual Collocation	95% on time 95% on time		100.00 NA		80			
NP-2-07	Average Delay Days - Physical Collocation	See Guidelines		NA NA					
NP-2-08	Average Delay Days – Virtual Collocation	See Guidelines		NA					
	Legend Notations defined on Legend sheet - last page	1							
	Legena riotations delined on Legena Sheet - last page	J							

¹ per DTE order issued 7/31/99, Docket 95-58

Performance Standards and Reports Interim Guidelines 'November 1999 **Bell Atlantic - Massachusetts**

LEGEND

* = NY/NE Combined Measurement

** = NE Measurement

& = Resale/UNE Combined Measurement

UD = Performance metric is under development

NA = No Activity

TBD = Performance standard is to be determined

I/C/W MRAs = Parity to be assessed in conjunction with missed appointments

1-9=5, 10+=Negotiated = 1-9 Loops, 5 days

10+ Loops, Negotiated

95% Completed Within

Window = Standard for Cut-Over Window

1 to 9 lines: 1 hour 10 to 49 lines: 2 hours 50 to 99 lines: 3 hours 100 to 199 lines: 4 hours 200 plus lines: 8 hours

EEL = 1-9 Loops, 15 days

10+, Negotiated No Facilities, ECCD+15 Days Disconnects, 2 Days

IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities 100% at least 48 hours before due date without facilities